

Mackenzie County

Title	Handi-Van Use	Policy No:	ADM048
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Legislation Reference	MGA, Section 1 b)
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Purpose

To provide standard policy regarding the delivery of the Handi-Van transportation services to the persons with mobility impairments and/or senior citizens within the Mackenzie County.

Policy Statement and Guidelines

Statement:

Mackenzie Council recognizes that the handi-van services are an important resource for the persons with mobility impairments and/or senior citizens and is an effective travel option that connects the users to the medical needs as well as to the life enhancing activities that may otherwise be neglected.

The handi-van system consists of the two handi-vans equipped with wheel-chair lifts.

The handi-van services shall be provided to the County residents exclusively with the priority given to persons with mobility impairments. The handi-van transportation services shall be limited to within the Mackenzie Region.

Guidelines:

1. The handi-van transportation services shall be delivered through partnership with the local non-profit organizations (further referred to as “the Group”) operating within the County.
2. The County shall enter into formal agreements with the Groups using the following guideline:
 - 2.1. Responsibilities of the County:
 - a. The County shall own the handi-vans.
 - b. The County shall be responsible for adequate insurance coverage, the costs of annual inspections, and repairs and maintenance of the handi-vans.
 - c. The County shall be responsible for reviewing the annual handi-van usage and costs reports, monitoring quality of the service provision, assessing the needs and implementing appropriate changes regarding the handi-van system as required.

2.2. Responsibilities of the Group operating the handi-van transportation service:

- a. The Group shall not permit an operator to drive a handi-van without receiving proper authorization from the County. Approval of operators shall be done in the following manner:
 - Upon a request to permit, the Group shall direct an applicant to the Mackenzie County, advising the applicant to provide a copy of his/hers drivers license, his/hers current driver's abstract and his/hers claims experience letter from their personal insurer to the County;
 - The County shall complete the review of the submitted documents and release a letter to the Group authorizing a new operator within five working days of the request;
 - An operator shall be required to obtain vehicle safety training through the County prior to their first trip; the operator will be granted a certificate through the Department of Community and Protective Services;
 - An operator that has been inactive (did not operate a handi-van for over 365 days) will be required to reapply.
 - All operators must provide their driver's abstract to the County on annual basis. Failure to provide the driver's abstract shall disqualify a previously approved operator.
- b. The Group shall be responsible for all scheduling within the County while giving the priority to persons with mobility impairments. A booking shall be requested at least three days in advance of a trip. The trips scheduled with less than three day notice may be accommodated subject to availability of a handi-van.
- c. The Group shall be responsible to undertake a handi-van visual inspection after each trip and undertake routine maintenance of the handi-van at every 5,000 kilometers interval. The Group must utilize the County's vehicle repair services at the County's shops. The Group may use a qualified repair shop in emergency situations and/or with prior approval by the County Chief Administrative Officer and/or Designate.
- d. The Group shall be responsible for providing a monthly report to the County's Administration by 20th of every month using the forms provided by the County.
- e. The Group shall be responsible for providing an annual report for each calendar year to Council by March 31 of a subsequent year containing the following:
 - Vehicle mileage on January 1 and December 31 (mileage per trip must be reconciled to the overall vehicle mileage from January 1 to December 31)

- Purpose of the trips and destinations
 - Number and nature of requests that the Group was not able to accommodate
 - Total costs incurred during a year for the handi-van service operations including the Group's employees' hours.
- f. The Group shall be responsible for reporting any incidents and/or near misses to the Chief Administrative Officer or Designate of Mackenzie County, in the form and manner prescribed by the County.

2.3. Responsibilities of the handi-van user:

- a. Provide a request for a handi-van use as per this policy and be prepared to be flexible when scheduling a non-medical trip, recognizing the priority will be given to the persons with mobility impairments and recognizing that conflicting schedules may exist.
- b. The handi-van user shall be responsible for all fuel costs associated with his/her trip.
- c. The handi-van user shall be responsible for cleaning the van before returning it to the Group.
- d. The handi-van user shall be responsible for reporting any mechanical problems to the Group upon returning the handi-van.
- e. The handi-van user shall be responsible for reporting any incidents and/or near misses to his or her supervisor in the Handi-Van Group, and to the Chief Administrative Officer of Mackenzie County, or Designate, in the form and manner prescribed by the County.
- f. In the case of the La Crete vehicle, be in possession of a Class 4 Driver's License.

3. Administrative responsibilities:

3.1 Chief Administrative Officer or Designate shall be responsible for monitoring compliance with this policy and for provision of the annual report to Mackenzie County Council.

	Date	Resolution Number
Approved	10-Aug-10	10-08-654
Amended	23-Feb-11	11-02-174
Amended	15-Mar-12	12-03-189
Amended	15-Jan-13	13-01-031